



CARE Team Training

Unified Homelessness Response Center
September, 2019

Agenda

- I. Welcome and Introductions
- II. Homelessness 101 Briefing
- III. About the CARE Plan
- IV. Team Mission
- V. Field Operations
- VI. About the UHRC
- VII. Team Safety

Welcome and introductions

Meeting your new team.

Goals for Today's Training

- ❑ Build familiarity with your team
- ❑ Learn about the goals of the CARE program
- ❑ Review and train for operations in the field
- ❑ Review best practices for team safety

Homelessness 101



Greater Los Angeles Homeless Count

2019 Results

Presented by:
Community Engagement
Policy and Systems Department
June 2019

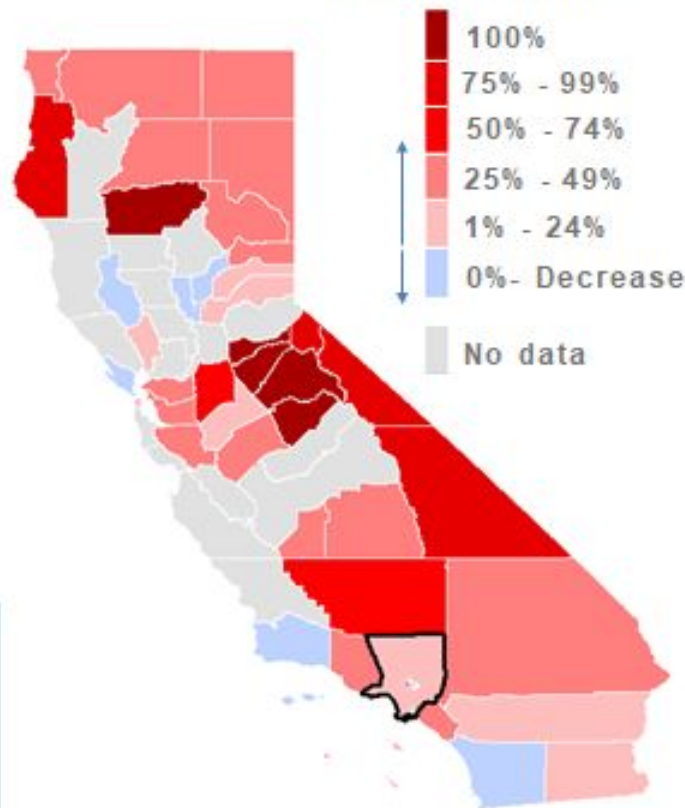


LAHSA

The affordable housing crisis is driving a regional increase in homelessness

- Rising homelessness is a statewide challenge
- The simple average increase among reporting areas statewide is +35%
- LA is the least affordable housing market in the United States*

Percent Change for CA
Continuums of Care
between 2017 and 2019
Homeless Counts



People
experiencing
homelessness
at point-in-
time count

**CITY OF LOS
ANGELES**
16% Increase



58,936



**COUNTY OF
LOS ANGELES**
12% Increase

The LA CoC total number was 56,257 a 12% increase from 2018. The LA CoC is Los Angeles County excluding Glendale, Pasadena, & Long Beach CoCs.

Insights from the **2019** Count Results

Homelessness remains **visible** on our streets ⁷



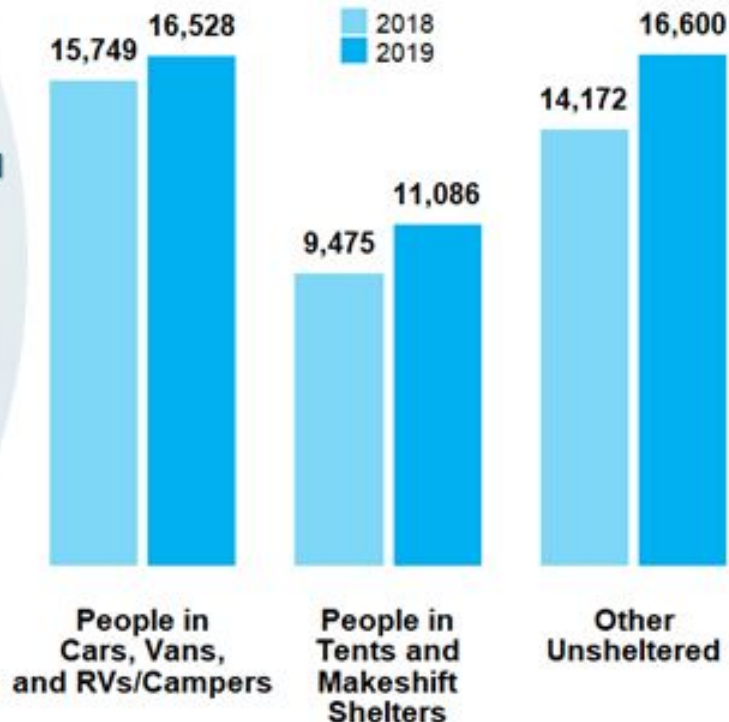
44,214

(75%) Unsheltered
Countywide



14,722

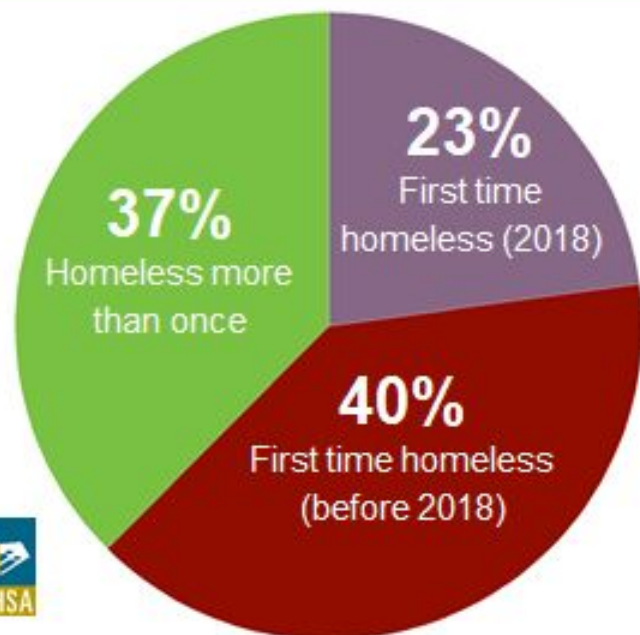
(25%) Sheltered
Countywide



Key Facts:

- Outreach staff increased to over 800 people with expertise in physical, mental health and substance use disorder
- Countywide outreach coordination
- Intensive field-based service expansion for those with serious mental illness
- Safe Parking program implementation

53% of people experiencing first-time homelessness cited "Economic Hardship" as a leading factor¹⁴



More than half of unsheltered adults are on their first episode of homelessness

About a quarter of unsheltered adults lost their housing in 2018 and are experiencing homelessness for the first time*

29% of people experiencing homelessness report a serious mental illness and/or substance use disorder

71%

29%

DO have a serious mental illness and/or report substance use disorder

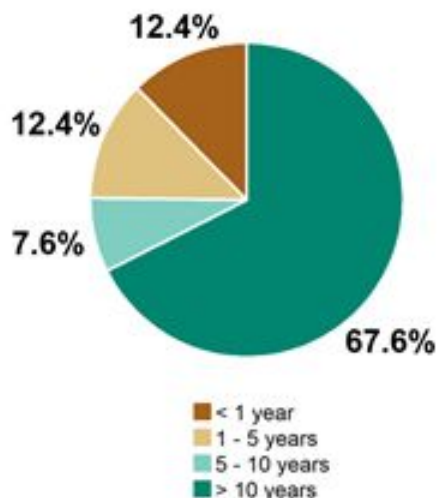
DO NOT have a serious mental illness and/or report substance use disorder

KEY FACTS:

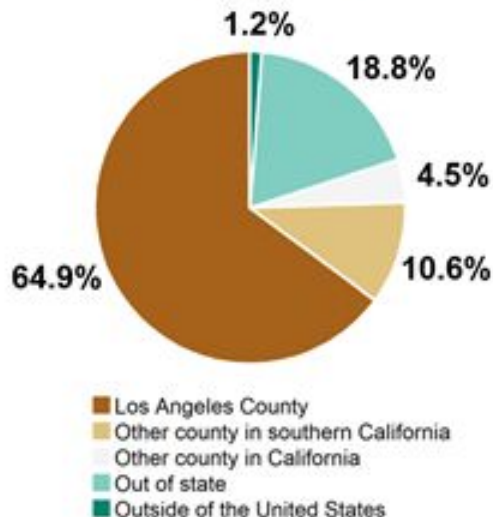
- Intensive case management services provided to over 900 people with severe mental illness
- Expanded interdisciplinary outreach through Department of Mental Health
- 5 new Mental Health Urgent Care and Sobering Centers on Skid Row

Majority of people experiencing homelessness have lived in LA County more than 10 years

Length of Time in LA County
Unsheltered Adults 25+ & Children in Adult Families
LA CoC*, 2019



Place of Residence Before Becoming Homeless
Unsheltered Adults 25+ & Children in Adult Families
LA CoC*, 2019



*LA CoC excludes Glendale, Pasadena, and Long Beach CoCs

Our system is helping more people than ever but we must address inflow into homelessness



Increase Affordable Housing

Limit Rental Increases

Prevent Unjust Evictions

Why do we outreach?

- We outreach to connect with those in the community that may have been forgotten by society and are experiencing homelessness.
- Our goal is to house people experiencing homelessness.
- We provide linkages to services like mental health care, physical health care, employment, veterans services, and substance use services.
- LAHSA's Homeless Engagement Team (HET) provides direct outreach to individual experiencing homelessness throughout LA County.
- We inform people in the community of services that they may not know is available to them.

Trauma & Loss



People experiencing homelessness risk losing everything that made the world a safe, predictable, and ordered place. Some of these losses include.

- Power
- Connections
- Routine
- Control
- Privacy
- Sleep
- Self Esteem
- Support
- Nutrition
- Identity
- Possessions

Commonly Held Trauma-Related Beliefs

- The world is a dangerous place.
- You can never know who will harm you.
- People cannot be trusted.
- My life has been destroyed by the traumatic experiences I've had.
- I have to be on guard all the time
- People are not what they seem.
- I'm worthless & damaged goods because of what has happened.

Trauma Informed Care

People start to heal once they feel heard. Trauma informed care is an approach that aims to engage people with dignity and respect, while acknowledging the role that trauma has played in their lives.

- Allow more time for engagement
- Because of strong feelings of disenfranchisement, hopelessness and mistrust, it generally takes longer to engage with people experiencing homelessness.
- Trauma informed care is an **approach** that aims to engage people with histories of **trauma**, recognise the presence of trauma symptoms, and acknowledge the role that trauma has played in their lives.

Trauma and Human Development

Stressful event that shatter your sense of security, making you feel helpless and vulnerable in a dangerous world.

Trauma and Human Development

Adverse Childhood Experiences (ACEs)

- Violence
- Emotional and physical neglect
- Household substance abuse
- Parent separation or divorce
- Incarcerated household members

Adverse Childhood Experiences

Traumatic events that can have negative, lasting effects on health and wellbeing



People with 6+ ACEs can die

20 yrs

earlier than those who have none



1/8 of the population have more than 4 ACEs

4 or more ACEs

3x the levels of lung disease and adult smoking 

11x the level of intravenous drug abuse 

 14x the number of suicide attempts

 4x as likely to have begun intercourse by age 15

4.5x more likely to develop depression 

2x the level of liver disease 

“ Adverse childhood experiences are the single greatest unaddressed public health threat facing our nation today ”

Dr. Robert Block, the former President of the American Academy of Pediatrics

67%
of the population have at least 1 ACE



Language matters

The language we use shows that we care.



Terms that show respect

Individual experiencing homelessness

Unhoused resident

Unsheltered Angeleno

Terms that are offensive

Transients

Vagrants

Bums

5 minute break

About the CARE plan

Goals of the Plan

01

Deliver public health services to Angelenos experiencing homelessness

- Expand access to bathrooms and showers
- Place and service more trash bins City-wide
- Provide consistent trash pickup

02

Create visibly cleaner streets

- Pick up more trash
- Crack down on illegal dumping
- Reduce public health risks on City streets

03

Achieve public health goals collaboratively with unhoused residents

- Build rapport and trust with residents experiencing homelessness
- Focus on offering services rather than achieving compliance

04

Accelerate service connections to shelter and housing

- Place more residents into shelter and housing
- Provide more connections to critical services
- Ensure cleanups move people towards housing

05

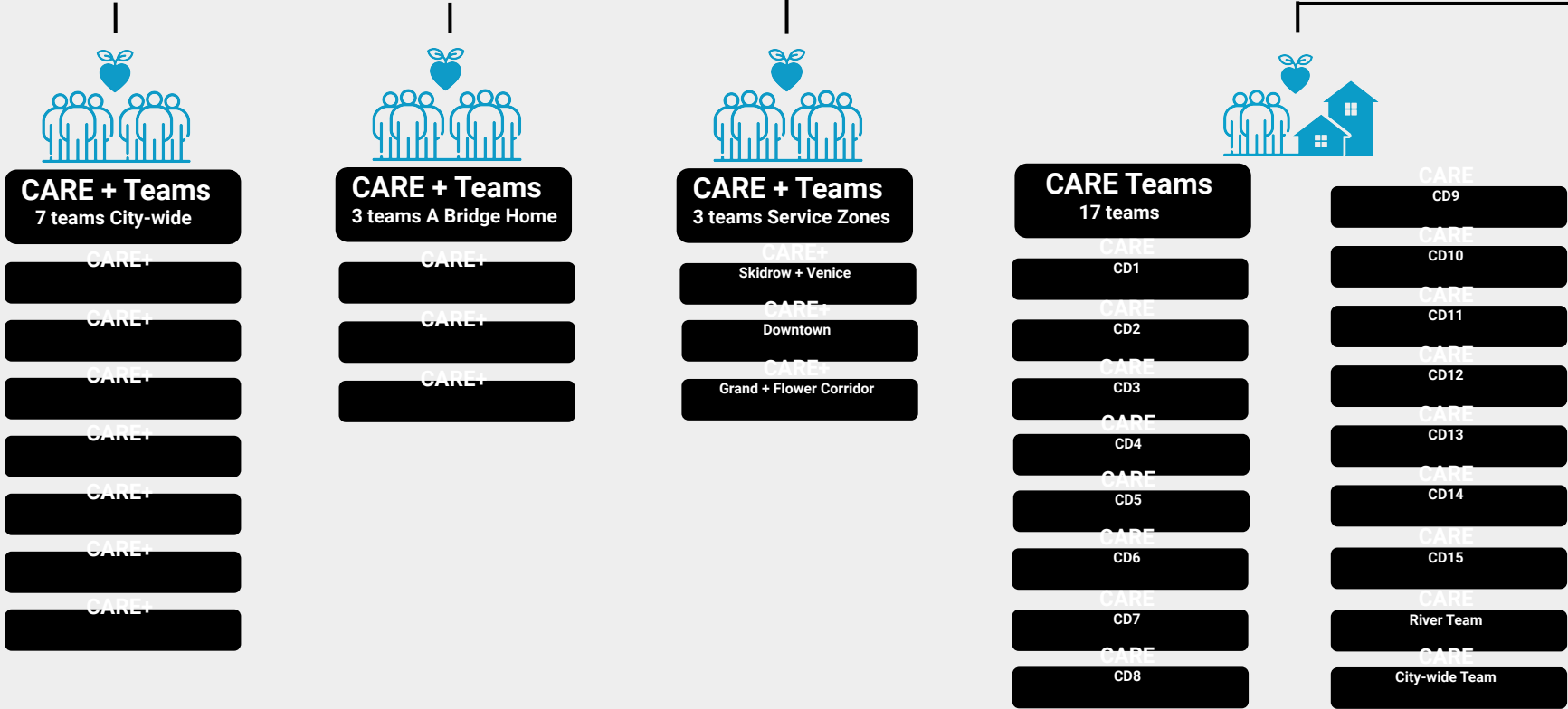
Use data to target resources to the areas with greatest need

- Collect data in the field daily on public health conditions

How are we changing cleanup operations?

Old System		CARE Plan
Outreach and Sanitation teams deployed separately	→	CARE and CARE+ teams include members from LAHSA and LASAN who deploy together and stay together in the field
Field operations measured as successful when 56.11 compliance is achieved	→	Field operations measured as successful when public health objectives are met
Deployment schedules reactively determined by number of complaints	→	Proactive scheduling process driven by strategic inter-departmental plan, with encampments serviced on consistent routes
Time intensive operations spent at few locations	→	Rapid operations at many locations, with emphasis on regular trash collection and spot cleaning
Hygiene stations located at few encampments	→	Hygiene stations built into deployment model, with trash bins and public health resources located at all highest acuity sites
LAPD in pocket for all field operations	→	LAPD present for operations with document public safety risks and in zone defense capacity

Mayor's Office and Council Districts Unified Homelessness Response Center LASAN



Regional Deployment Centers - 30 Teams

Washington Yard

CARE+ (Skid Row, Venice)
CARE+ (City-wide)
CARE+ (ABH)
CARE+ (DTLA)
CARE+ (Grand Ave)

CARE (CD9)
CARE (CD10)
CARE (CD14)
CARE (River)

San Fernando Yard

CARE+ (City-wide)
CARE (CD1)
CARE (CD13)

DCT Yard

CARE+ (City-wide)	CARE (CD3)
CARE+ (City-wide)	CARE (CD5)
CARE+ (City-wide)	CARE (CD6)
CARE+ (ABH)	CARE (CD11)
	CARE (CD12)

East Valley Yard

CARE+ (City-wide)
CARE+ (ABH)

CARE (CD2)
CARE (CD4)
CARE (CD7)

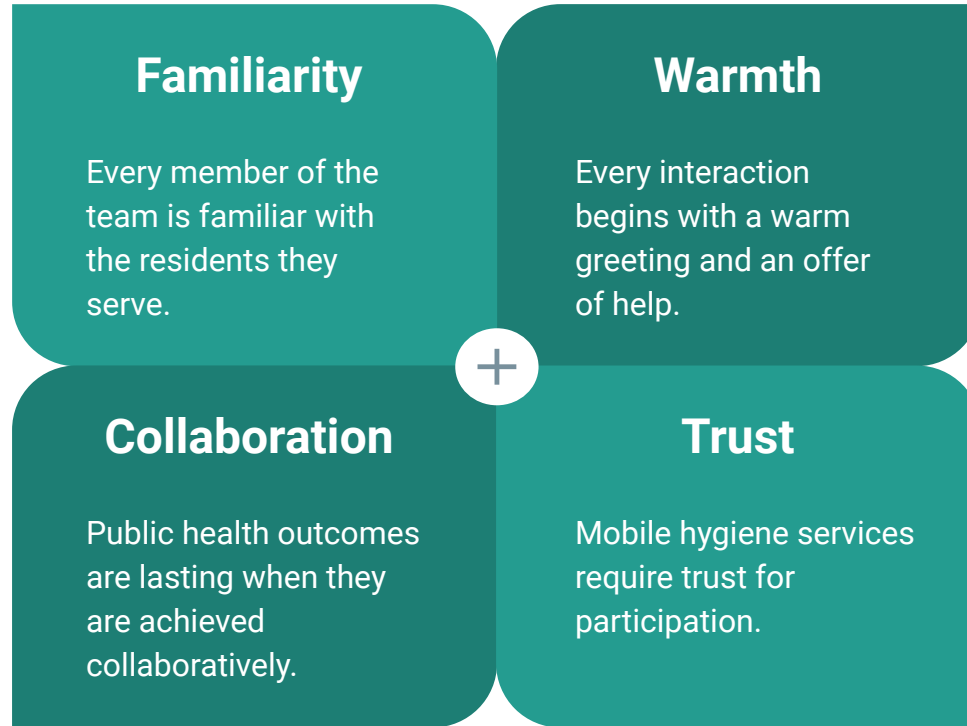
Harbor Yard

CARE+ (City-wide)

CARE (CD8)
CARE (CD15)
CARE (City-wide)

Team Mission

Building Rapport and Offering Help



CARE Toolkit

CARE and CARE+ team members offer services during every engagement.

LASAN team members:

**Trash pickup service &
voluntary disposal**

Mobile shower services

**Sanitization of public
space**



LAHSA team members:

**Support with finding a
shelter placement**

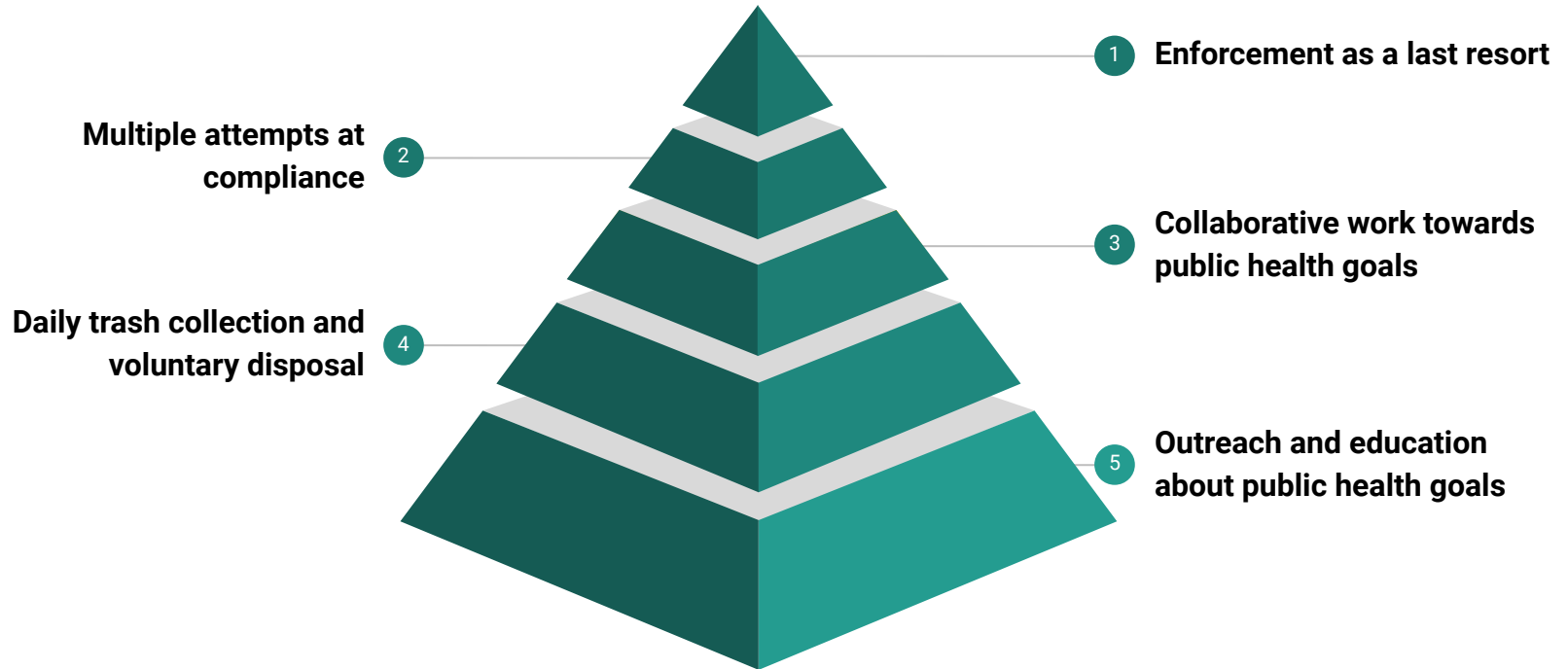
**Pathways to permanent
housing**

**Connections to
providers and services**

5 Goals for Voluntary Compliance

1	Passable sidewalks	✓	<ul style="list-style-type: none">• At least 36 inches of passable space on City sidewalks• Passable for wheelchairs and strollers
2	No bulky items	✓	<ul style="list-style-type: none">• Items that do not fit into a 60 gallon container are too big for public space
3	No biohazards	✓	<ul style="list-style-type: none">• Any hazardous materials identified by an ECI, including human waste and industrial waste
4	No blocked entrances	✓	<ul style="list-style-type: none">• No blocked entrances to public or private buildings
5	No attachments to public or private property	✓	<ul style="list-style-type: none">• No attachments to buildings or fences• No illegal connections to fire hydrants or light poles

Hierarchy of approaches to compliance



Measuring Performance

Compliance with the municipal code is **not** the leading objective of CARE deployment.

Team performance will be measured against three key metrics:

1. Improved public health conditions
2. Service connections
3. Visible improvements to City streets

Performance data includes:

- Changes measured through environmental conditions assessments
- HMIS service connection and housing data



What does services-led engagement look like?

Team Exercise

Writing your team's mission statement

Guiding questions:

- What region are you serving and what are the needs of the community?
- How will you build trust and rapport with the Angelenos experiencing homelessness?
- What words do you want the neighborhood you serve to use to describe your team's work?
- What will the legacy of your team be?

CARE Field Operations

Cleaning and Rapid Engagement (CARE) Teams

6 team members:

- 2 ECIs
- 1 ML
- 1 RCTO
- 2 HET

Service area:

Council District

LA River

City-Wide

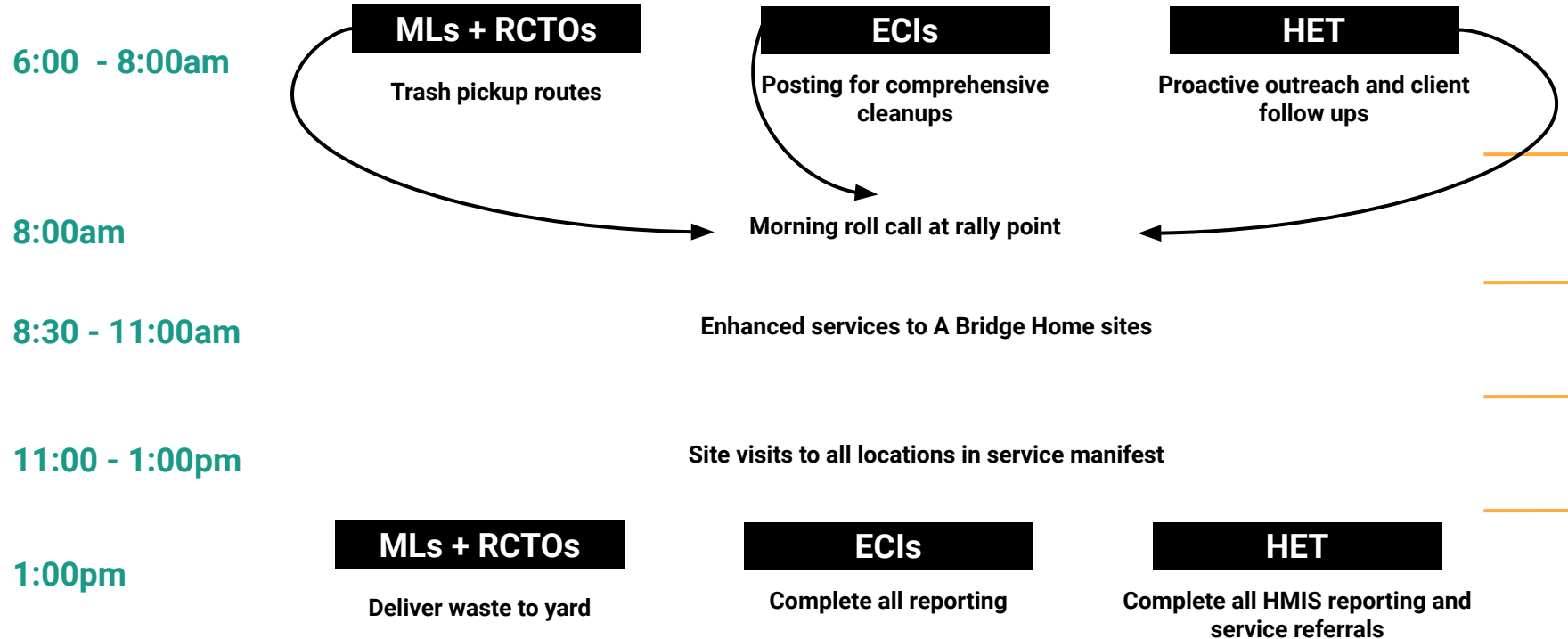


CARE Team Mission

- Provide **daily trash collection** to the individuals experiencing homelessness
- Connect residents to **life-saving shelter and housing resources**
- Deliver cleanup operations that **build trust and life skills**
- Provide enhanced services to **A Bridge Home** Special Enforcement and Cleaning Zones
- Improve the **public health conditions** at encampments through consistent engagement over time by **working collaboratively** with the individuals residing at each site

In summary, CARE teams will be measured as successful when they build strong relationships with the neighborhoods and people they serve, provide public health services to unsheltered residents, and efficiently and proactively remove garbage and health hazards from public space.

CARE Team Daily Schedule



Trash Pickup Routes

- From 6:00 - 8:00am, RCTO and ML on each CARE team will drive a standard trash collection route.
- At each encampment along the route, the team will collect bagged trash left out by residents at the designated pickup location in clearly demarcated green LASAN trash bags.
- The team will leave behind replacement trash bags for residents to fill before the next service day.
- If teams encounter a site with loose litter that is not on their service manifest for the week, they will provide spot cleaning services.
- **The goal for this operation is to rapidly move between many encampments to provide the service broadly.**

Roll Call and Rally Point

CARE Teams will assemble at their designated rally at 8:00am to begin joint operations. Teams will review:

- ❑ Daily schedule available in the service manifest in the CARE team's LASAN mobile app
- ❑ ECI update on locations for the day and public health goals
- ❑ LAHSA update on outreach progress and daily goals
- ❑ LAHSA flags on behavioral health, safety, or sensitivities for the day's deployment
- ❑ LAPD updates on public safety flags
- ❑ Review call signs for the day



Following roll call, teams will caravan in the field together to their first service location.

Team Introductions

Following HET's report back to the CARE team, HET will introduce all CARE team members to the residents at the site.

CARE team members will:

- **Introduce themselves**
- **Build rapport with individuals at the site**
- **Offer public health services**



Voluntary Disposal

CARE team will remove any trash or items that individuals at the site want to dispose of.

CARE team will help prepare residents to participate in regular trash pickup:

- ECIs and LASAN crew will lead a conversation with residents of the encampment on how to prepare for a regular trash pickup program
- LASAN will present demarcated green LASAN trash bags to residents
- ECIs will review rules for what can and cannot be placed inside the bags, and the schedule on which trash bags will be picked up
- CARE team will work with residents of the encampment to determine the pickup location where trash bags will be placed curbside for pickup



Public Health and Safety Operations

In addition to voluntary disposal, CARE teams will **work collaboratively with the individuals residing at each location** to improve the public health and safety conditions at the location.

LAHSA and LASAN team members will work together to **educate individuals on what site conditions goals they will work together to achieve**, and which belongings will need to change in order to achieve compliance

Team will assist individuals in making changes if they are ready to do so, or will notify individuals at the site when compliance will need to begin

End of day briefing

CARE Teams will assemble in the field following their final operation to review the following:

- ❑ Requests for additional services that need to be referred to the UHRC
- ❑ Lessons learned for the next engagement at each site
- ❑ Rally location for the next service day



After the briefing, the team will ensure that all members have safely departed the area.

10 minute break

CARE+ Field Operations

CARE+ Teams

Team members:

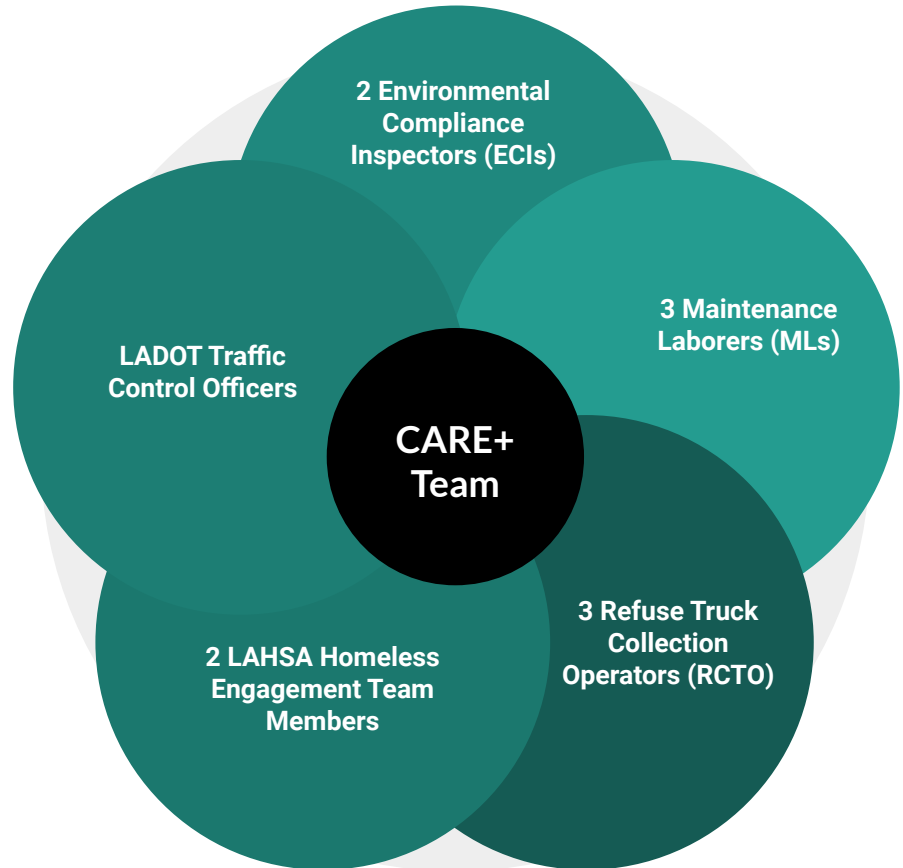
- 2 ECIs
- 3 MLs
- 3 RTCOs
- 2 HET
- LADOT TCO as needed

Service area:

Region

Focus Area

A Bridge Home sites

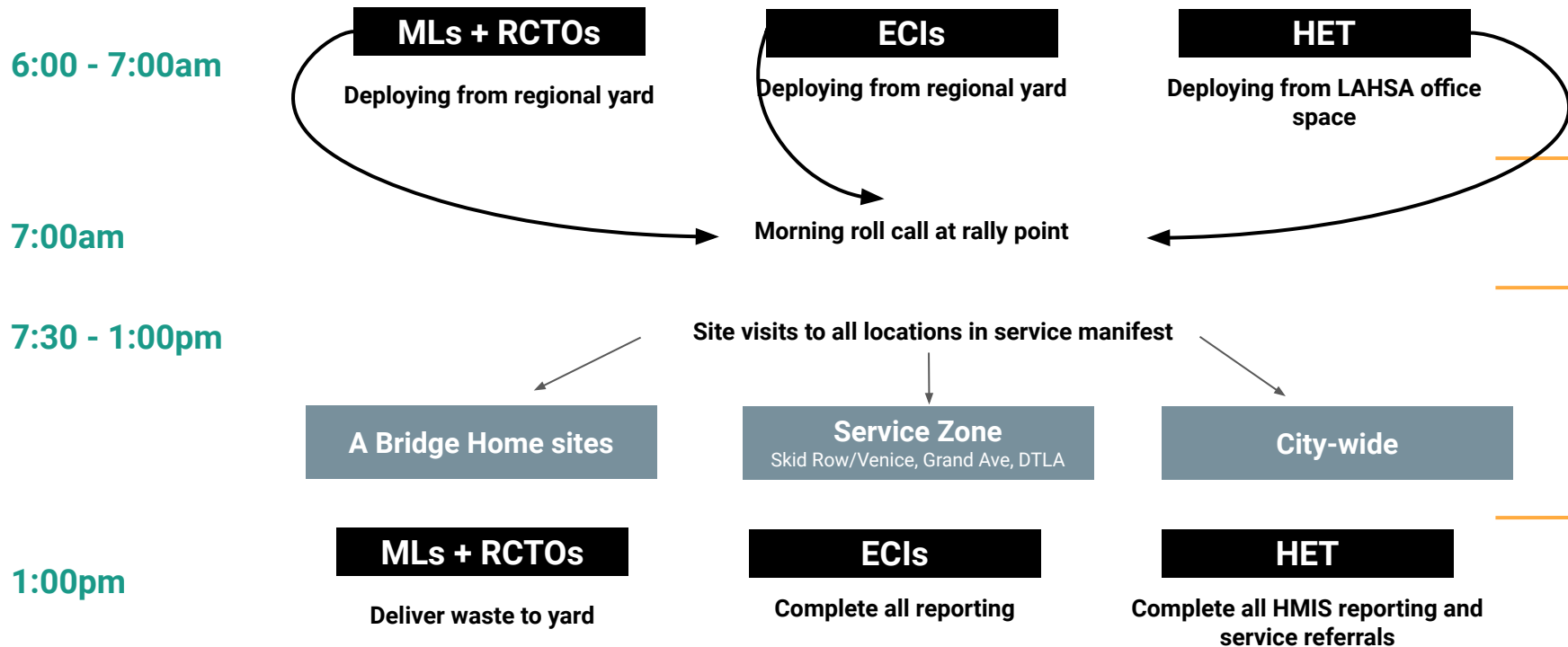


CARE+ Team Mission

- Provide **comprehensive, posted cleanups** at encampments with more pervasive public health needs
- Connect residents to **life-saving shelter and housing resources**
- Deliver cleanup operations that **are collaborative and help build life skills**
- Operate **mobile hygiene center** to bring bathroom and shower facilities to homeless Angelenos in desperate need

In summary, CARE+ teams will be measured as successful when they build strong relationships with the neighborhoods and people they serve, provide public health services to unsheltered residents through the provision of mobile hygiene services, and make lasting, visible improvements to the level of cleanliness at large encampments.

CARE+ Team Daily Schedule



Roll Call and Rally Point

CARE+ Teams will assemble at their designated rally at 7:00am to begin joint operations. Teams will review:

- ❑ Daily schedule available in the service manifest in the CARE team's LASAN mobile app
- ❑ ECI update on locations for the day and public health goals
- ❑ LAHSA update on outreach progress and daily goals
- ❑ LAHSA flags on behavioral health, safety, or sensitivities for the day's deployment
- ❑ LAPD updates on public safety flags
- ❑ Plan for hard street closures
- ❑ Review call signs for the day



Following roll call, teams will caravan in the field together to their first service location.

Arrival on Site



- In **every** operation, the CARE+ team arrives together and leaves together.
- As the CARE team arrives, **EClS will radio in to LAPD** unit to notify.
- All team members will exit their vehicles and prepare for engagement.
- **HET team members will make the first contact** with individuals present at the site to offer a warm greeting and to explain the day's activities.
- As HET members greet residents, **ML and RCTO will provide site awareness** by monitoring the area for safety and staying alert.
- After HET members have greeted everyone on site, all CARE team members will circle back up to receive **a briefing from HET on any flags** for productive engagement.
- **LADOT Traffic Control Officers will perform a hard closure of the street if needed.**

Safe area for belongings

The lead ECI for the operation, in consultation with HET, will designate a **safe area** where individuals can place their belongings during the cleanup that will not be disposed of.

Individuals **may not** bring bulky items or objects that pose a public health risk into the safe area. The lead ECI on site will have the final determination on what may enter the safe area.

Preparation for cleaning

Individuals will be given **up to 30 minutes** to relocate their belongings into the safe area, or away from the site if they choose.

During this time, team members may assist by encouraging individuals to move their belongings, and help provide clarity on the public health goals.

If the CARE+ team is working with an **individual with a disability**, the HET will be responsible to providing reasonable accommodations to the individual. The HET will also **call the UHRC** to consult with the UHRC's representative from the Department on Disability to help connect the individual with additional resources.

Mobile Hygiene Centers

September: 1st mobile hygiene center arrives

September - October: CARE+ team pilots the program, and determines best practices

November: CARE+ teams operative 5 hygiene centers

January: CARE+ teams operate 7 hygiene centers

Long-term: Every CARE+ team operates one hygiene center

Guidelines for Contingencies

Refusal to comply

If the CARE or CARE+ team encounters an individual who refuses to comply or work towards voluntary compliance, the team will notify the individual of the next date that they will return, and will lay out the expectations for what will need to be changed at the next visit. The CARE or CARE+ team will document the attempt at voluntary compliance in the LASAN mobile app, and will return to take enforcement actions as needed at the next visit.

Refusal to relinquish a biohazard

If a CARE or CARE+ team encounters an individual who refuses to relinquish a biohazardous material that will negatively impact the health of the individual or community, the CARE or CARE+ team will attempt to use de-escalation training to achieve voluntary compliance. **If attempts at de-escalation are unsuccessful, the team will radio for LAPD backup and law enforcement will follow Department operations to achieve compliance.**

More extensive intervention needed

When multiple attempts at collaboratively improving public health conditions or egress are not successful, **CARE teams may request a visit from a CARE+ team to improve site conditions by flagging the need for additional services by calling the UHRC.**

Illegal connections in the field

If teams encounter illegal taps into a fire hydrant or light pole, the ECI will **immediately report the hazard by calling the UHRC.**

Unattended property

ECIs will determine whether the belongings pose an imminent threat to public health or safety. **If the items constitute a biohazard, they will be removed from public space.**

If the items do not constitute a biohazard and do not obstruct egress, the LAHSA team members will work to locate the owners of the belongings. If the individual cannot be located, the CARE or CARE+ team will leave posted notice on the belongings notifying the owner of the planned date of return, and the benchmarks that will need to be met to achieve compliance.

Bulky item structure

When a bulky item structure is found during operations, LAHSA will work to engage with the owner of the structure. LASAN will post the item with a 24 hour notice of removal. On the next available business day, the CARE or CARE+ team will return to the structure and will work with the owner - if present - to remove the structure. The CARE or CARE+ team will work to provide a shelter placement or service referral.

Data and Reporting

CARE and CARE+ Data Reporting

What does data-driven deployment mean?

Because we have limited resources to address wide-scale needs, we are all responsible for helping to target resources to the areas of greatest need.

This means that data recorded in the field by every team is critical to the City's success. **Your data inputs will be integral to the way we measure the performance of your team.**

LASAN Team Members Data Reporting

Environmental Conditions Assessments

Teams may be instructed to conduct environmental conditions assessments using the LASAN mobile tablet.

Collection reports

Following each engagement, ECIs will report on what they have collected from the field and how the team reached decisions on what to store, leave, or dispose of.

LAHSA Team Members Data Reporting

Homeless Management Information System (HMIS)

HET members are responsible for completing data entry in the field to report on services provided.

Data on service referrals, housing placements, and shelter placements will help measure the team's impact

**HOMELESS
MANAGEMENT
INFORMATION
SYSTEM**

The Unified Homelessness Response Center

UHRC Support for Field Teams

The Unified Homelessness Response Center (UHRC) is on call to triage questions and requests directly from CARE and CARE+ teams.

The UHRC can be called when **additional resources are needed on site**, including:

- Outreach assistance and shelter placements
- Behavioral health services
- Sanitation equipment or crews
- Animal services support
- DOT support to redirect traffic or make hard street closures
- Disability services

The UHRC can also triage incoming requests **for guidance or direction** related to:

- Reaching a decision on how to implement L.A.M.C. 56.11
- Reaching a decision on whether to enact rainy day protocols
- Providing reasonable accommodations to an individual with a disability

Contact the UHRC: Phone: 213-484-4855 | E-mail: UHRC@lacity.org

A Bridge Home


A Bridge Home Operations

Every Council District will have at least one **A Bridge Home** program over the next year.

Every A Bridge Home site has a **Special Enforcement and Cleaning Zone** that receives:

- 4 days a week of CARE team services
- 1 day a week of CARE+ team services

Prior to your A Bridge Home program opening, **the UHRC team will join you in the field** for an operations planning meeting to ensure you are ready to provide services to the site.



**More than 2,000
emergency shelter
beds in the pipeline**

Team Safety

LAPD's Role

- Each team conducting operations in encampments will continue to have dedicated LAPD protection.
- Under the CARE plan, the LAPD unit assigned to partner with each CARE team will be protecting the zone around the CARE operation.
- LAPD will not arrive on scene with the CARE team, but will be radio-connected to the CARE team at all times.
- LAPD will provide safety information during daily team roll call and will maintain constant radio communication.

If at any time the CARE team needs law enforcement on scene, LAPD will be radioed in for rapid arrival on site.

LAPD deployment during CARE operations

LAPD HOPE Officers will have primary responsibility to respond to requests from CARE Teams

- There are 4 HOPE teams, one team per LAPD Bureau (Central, South, West and Valley)
- We have 42 HOPE Officers and 4 HOPE Sergeants between the 4 teams
- HOPE officers have been through LAPD de-escalation training and have been working with LAHSA and LASAN as rapid response teams

Central Division has their own dedicated team known as RESET

- RESET officers are assigned specifically to the Skid Row Area

Zone Coverage

LAPD HOPE Officers will be assigned in a “Zone” to provide coverage for your CARE Team

- The HOPE team will monitor the radios Sanitation has been assigned
- One HOPE unit will be assigned to monitor multiple CARE and CARE+ teams
- The HOPE unit will stay within the proximity of the CARE & CARE+ teams
- If you request an additional unit, the HOPE unit will respond
- If your request is more of an emergency (you request a back-up or help) the HOPE unit will respond, **other patrol units in the area** will also respond (another divisional unit may get there first)

Zone Coverage continued

If HOPE unit or any LAPD unit responds to your request

- **Allow the HOPE/ LAPD unit to take lead/ control of the scene**
- Meet up with the LAPD unit and advise them why they were called in
- Be mindful of any tactical situation which may develop, try to back off to a safe location and let the officers deal with the situation at hand
- Once the officers determine there is a “Code-4” they will leave the location and go back into zone coverage

Morning Briefing

Talk about any safety concerns

- Many of these sites have been visited before
- If there were prior concerns, talk about them

PD will be able to give some insight of any prior safety issues at the site

If you have a reason why you believe the site is not safe to approach without PD, let the HOPE team know

Situational Awareness

When you arrive at scene, we request the Solids Lead to keep an eye out on what is going on with the entire CARE team.

Solids lead should have an LAPD radio and will be expected to communicate with PD if needed

LAHSA and ECI's will be engaged, you are their eyes and ears.

Remain VIGILANT!

Hand Signals

Hold up

Gather Up

Call Signs

You will be given a call sign to use when on the radio

This should be the same call sign each day you are working

Example CARE 101

Your radio designation will be based on the LAPD Bureau you are working

- CARE 100 series will be Central Bureau (CARE 101, CARE 102 ect.)
- CARE 200 series will be Valley Bureau (CARE 201, CARE 202 ect.)
- CARE 300 series will be South Bureau (CARE 301, CARE 302 ect.)
- CARE 400 series will be West Bureau (CARE 401, CARE 402 ect.)

Radio Communications

Environmental Compliance Inspectors/ Solids are **radio trained** and will carry a radio with direct connection to your dedicated HOPE detail at all times.

- Each team will have 2 radios
- When you get to a location, please radio in where you are
 - ***CARE101 we are code-6 (at scene) at 1st and Hill***
- When you leave a location, please radio in you are clear
 - ***CARE101 we are clear from 1st and Hill***

Radio Communications continued

When broadcasting on the radio, try to give as much information, description of what you need

- ***Example "CARE 101 can we get a back-up to respond to 1st and Main Street."***

(PAUSE)

"We have a male, armed with a knife, he is sitting down in a tent not approaching us,. He is in a blue tent on the north/ west corner of 1st and Main Street"

Radio Communications continued

120.40 RADIO CODES AND PROCEDURES. The following codes and phrases shall be used, when applicable, in local radio transmissions:

- **Officer Needs Help.** This emergency call shall be broadcast when an officer requires immediate aid for a life-threatening incident or an incident that requires immediate aid because of serious bodily injury, death, or a serious threat to public safety is imminent. The officer requesting shall include the location, followed if possible, by the unit identification and all other pertinent information. A specific unit shall be dispatched "Code Three" and all additional responding units may also respond "Code Three."
- **Firefighter Needs Help.** This emergency call shall be broadcast when immediate police assistance is required because firefighters are being attacked, attack is imminent, or other emergency exists. A specific unit shall be dispatched "Code Three" and all additional responding units may also respond "Code Three."
- **Firefighter Needs Assistance.** This emergency call shall be broadcast when police assistance is required due to hostile crowd action or other incident. A specific unit shall be dispatched "Code Three" and all additional responding units may also respond "Code Three."
- **Back-up Unit Request.** This emergency call shall be broadcast when an officer requires additional units immediately, but the situation does not rise to the level where serious bodily injury, death or serious threat to public safety is imminent.
- **Additional Unit Request.** An "Additional Unit" broadcast is when an officer requires an additional unit for a non-emergency situation. The officer requesting shall include the location, followed by the unit identification and all other pertinent information. An "additional unit" request is not an emergency call and responding officers shall obey all traffic laws when responding.

Radio Communications continued

When you have completed operations in the field, call in to the UHRC to close out for the day.

We want to make sure not to leave any CARE units out there without us knowing about it

Prior to calling the UHRC or after you call, go on the radio and say:

CARE 101 we are clear from (your last location) and end of watch

De-Escalation

You all will be going through/ or have gone through De-Escalation training

Remember your de-escalation techniques

- Give choices, speak in a calm tone, be respectful

Disengagement is always a viable option

- Back-off
- Go to a safe location, wait for PD to arrive

Simulations

Simulation 1

Your team arrives on site and meets an individual who has accumulated belongings that are fully blocking the sidewalk. Your team discusses a few public health and egress goals with him, but he states that he is uninterested in working with the team.

What is your next step?

Simulation 2

Your team arrives on site, but no one is present. There is loose litter and several bulky items.

What action will your team take?

Simulation 3

You encounter a tent that has small amount of biohazardous material inside, but the owner of the tent is not present.

What is your next step?

Simulation 4

What is a scenario that you have already encountered in the field?

Addendum

Roles and Responsibilities

Homeless Engagement Team:

- Be the first point of contact with unsheltered population at each location, explain why teams are on-site that day
- Offer connections to services, shelter, and housing
- Provide guidance and expertise on productive engagement at each site to ensure that CARE team engagement moves people forward on their pathway to housing
- Advise on historical successes and challenges with engagement at each site
- Support LASAN in achieving public health goals
- Advise if teams should return another day

Roles and Responsibilities

Maintenance Laborer:

- Support LAHSA in making positive contacts with individuals at each location in service area
- Build rapport with individuals at each site
- Perform maintenance labor with guidance from ECIs
- Maintain site awareness for team safety

Refuse Collection Truck Operators:

- Support LAHSA in making positive contacts with individuals at each location in service area
- Load and unload refuse collection vehicles
- Maintain site awareness for team safety

Roles and Responsibilities

Environmental Compliance Inspector:

- Support LAHSA in making positive contacts with individuals at each location in service area
- Retain records of operations at each site
- Make final decisions on items to remain in public space, be placed into storage, or disposed of
- Clear all items for hazards
- Maintain radio connection with LAPD

Roles and Responsibilities

LADOT Traffic Control Officers:

- Perform hard closures of the street when needed to designate working area for crews during CARE+ operations
- Assess the traffic patterns at the site to ensure team safety

Third party mobile hygiene provider:

- Operate the mobile hygiene centers
- Help build connections with clients to LAHSA outreach teams